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Date Submitted: December 20, 2002

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Sheet	1	of	1
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Complete if Known

Application Number	09/382,141
Filing Date	08/24/1999
First Named Inventor	Karen R. Ferguson
Group Art Unit	2463-3623
Examiner Name	C. Colon
Attorney Docket Number	026167-0616

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁶
CMC		GREINER, LYNN, "It's Software for your People," Computing Canada, vol. 24, no. 6, bearing a date designation of February 16, 1998, p. 34.	
CMC		PCT International Search Report for PCT/US00/22652, mailed on November 20, 2002.	

**Examiner
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Catherine M. Blou

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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ²See attached Kinds of U.S. Patent Documents. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

*Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.

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